

**TRAINING TECHS SHOULD INCLUDE THIS GUIDANCE IN EACH INSTRUCTOR
PACKAGE FOR EACH OFFERING TAUGHT**

TO THE INSTRUCTOR

USE THE SPECIAL WALK-IN LOCATOR CARD

IMPORTANT INFORMATION

If you have accepted a walk-in student in your class, give them the special walk-in or blank locator card, which is slightly different than the pre-printed, regular locator card we give to students with confirmed reservations.

This walk-in or blank locator card must be completely filled in; otherwise, when the data is entered into the DAU STARS program, the record will not migrate to ATRRS, the master data base.

The consequences of a record not being migrated to ATRRS is that the student cannot get a transcript showing completion of the subject course, and those agencies that register students will not be aware that the walk-in has completed the subject course and may deny registration in a follow on course.

GUIDELINES FOR MANAGING NON-RESERVATION STUDENTS AS WALK-INS SEPTEMBER 2005

1. PURPOSE: The purpose of this document is to provide guidance regarding the admission of a student into a DAU class who does not have a confirmed reservation for that offering.

2. DEFINITIONS:

2.1 ATRRS: The master data base. Contains the official records of all students and their status in DAU courses. Most DAU employees do not have access to this data base. ATRRS downloads data to STARS, ATLAS and the DAU Intranet every night, e.g., reservations and cancellations, changes to course schedule, etc.

2.2 STARS: DAU's classroom student management program, which gets data from ATRRS. All regions and many faculty and staff have access to this program. Class rosters, end-of-class certificates and status management, such as graduation, are managed by DAU through this program. STARS migrates data to ATRRS every night, e.g., graduations. STARS data is approximately 24 hours behind ATRRS data, but for most issues this is not a problem. The Student Services Office has access to ATRRS and can address questions from the field about ATRRS-specific information, e.g., a discrepancy between STARS and ATRRS data.

2.3 Reservation Student, Student with a Reservation, or Reserved Student: one listed on the STARS generated roster for a specific offering with a confirmed seat in that offering. The instructor can assume such a student has been registered through the normal ATRRS process and, therefore, has met the course pre-requisites. DACMs and other registering authorities are required to check for prerequisites.

2.4 Wait Listed Student: one listed on the STARS generated roster for a specific offering as Waiting without a confirmed seat in that offering; normally, the student is wait listed because the stated maximum number of available seats for the offering has been met. The instructor can assume such a student has been wait listed through the normal ATRRS process and, therefore, has met the course pre-requisites. DACMs and other registering authorities are required to check for prerequisites.

2.5 Non-Wait Listed Student: one not listed on the STARS generated roster for a specific offering. The instructor can not assume such a student has met the course pre-requisites. A wait listed student can become a potential walk-in student. If a seat is still available 2 hours after the class starts, e.g., 8:00 a.m. – 10:00 a.m., the "potential" walk-in student ultimately becomes a walked-in student and becomes part of the official roster for the class and receives the same attention from the instructor and services from DAU as apply to a student with a confirmed reservation.

2.6 Walk-in, Walked-in Student: A student who does not have a confirmed seat in a particular class but is able to gain a seat, e.g., a student with a reservation does not show up for class.

3. RESPONSIBILITIES:

- 3.1. DAU faculty and staff who accept a student into a DAU course who is not a reserved student should follow this guidance.
- 3.2. The DAU Student Services Office will post a version of this guidance on the DAU web-site under the Student Policies area to provide easy access to wait listed and potential walk-in students who want to know about the DAU policy and process.
- 3.3. A student with a reservation who expects to be late on the first day of the course should make every effort to notify the DAU POC of that fact (to include an estimated arrival time) so the instructor can maintain his/her seat in the offering. A notice about this is included in the standard classroom welcome message, normally sent out 45 days before the class starts.
- 3.4. Potential walk-in students are responsible for ensuring they bring with them proof of having completed pre-requisites for the course they are attempting to attend. If a class is held at a DAU region, the Student Services Liaison can assist in establishing such proof, but DAU does not have access to DoD agency or Service records showing pre-requisite completion through equivalencies or fulfillment. When a course offering is held at a location outside the DAU campus structure, the DAU instructor does not typically have access to data bases with student information.
- 3.5. All students are responsible for notifying their supervisors of their attendance at a DAU course. Wait listed and non-wait listed students are responsible for clearing with their supervisors their intent to arrive for a DAU course without a confirmed reservation and for gaining permission to be absent from their duty position. DAU takes no responsibility for such notification or clearance with supervisors.

4. PROCEDURES:

- 4.1. Each region will develop an internal system for reviewing class rosters and determining which wait listed students, if any, they want to contact in advance of the class start date to inquire whether such students want to be physically present in a stand-by mode on the first day of class.
- 4.2. Only local students who will not require TDY funds (from any source) and those who could report for the class without missing more than 2 hours of the classroom start time, e.g., 8:00 a.m. – 10:00 a.m. typically, during which administrative and other non-course information is passed to students, will be allowed to walk-in to a class.
- 4.3. The DAU Student Services Office will assist regions as needed to determine whether a potential walk-in student has completed course prerequisites. DAU has access only to ATRRS-related data and not equivalency or fulfillment data that the DoD agencies and Services might have on file.

- 4.4. Potential walk-in students should be briefed to ensure they have cleared their availability for attendance with their supervisor and fully understand that they are not guaranteed a seat by arriving at the DAU training site.
- 4.5. All potential walk-in students must check-in with the Student Services POC or local/on-site POC (if there is one) or alternatively a DAU Training Technician and sign-in on a roster.
 - a) To allow the class to continue on schedule and minimize redundancy, the instructor will allow a potential walk-in student to occupy the vacant seat of a reserved student as long as there is a clear understanding the seat assignment is only tentative until the cut-off time for the reserved student to arrive. As an example, an appropriate cut-off time for course that starts at 8:00 would be not later than 10:00 the first morning (i.e., by the end of the second hour of the first day of the class).
 - b) The Training Technician or on-site POC (if there is one) should coordinate closely with the instructor to ensure he/she is aware of the walk-in list and follows these guidelines. The instructor will assume this responsibility if no admin assistant is available.
- 4.6. Occasionally a reserved student will be unavoidably delayed (late plane, heavy traffic, etc.). The instructor should make every effort to allow a reserved student to attend the class who is late for a legitimate reason.
- 4.7. Occasionally, due to mission requirements such as deployment, a DACM office may request that a particular AT&L student be given priority to get in as a walk-in. In this case the student should be given the first opportunity to get in as a walk-in. In these cases, the DACM office must have first coordinated this with DAU and provided the student's information.
- 4.8. Instructors will seat students in the following precedent order: (a) students with reservation; (b) wait listed students; and (c) walk-in students not on the wait list. Wait listed students who show up as possible walk-ins will be selected as walk-ins based on when they were entered into the ATRRS system. This information is down loaded in to STARS and can be found on the PRINT ROSTER report that is available in the Enrollment screen for each classroom class.
- 4.9. For courses that require pre-class work, it is the instructor's prerogative to deny admittance to any student who has not completed the required pre-class work.
- 4.10. For on site/local training sites that are not part of the DAU regional organization and have no DAU administrative assistance:
 - a) Instructors are generally on their own and are expected to follow these

procedures to the best of their ability.

- b) Instructors may coordinate walk-ins with the on-site training POC, even if that coordination differs from these guidelines.
- c) Instructors have the authority to accept or reject a student if the student cannot demonstrate completion of the course pre-requisite or pre-class assignment; when there is not sufficient space in the classroom; when there is an ineffective student population to properly form student teams of the number required for that course curriculum; or for similar educational reasons.

4.11. While this guidance tries to identify the most common scenarios associated with wait listed and walk-in students, instructors and staff will occasionally encounter unusual circumstances. Instructors have the prerogative to make decisions where circumstances are not covered by this guidance.

AMENDMENTS TO THIS DOCUMENT

Originally published: January 2004

Amended May 2005 – changed Registrar to Student Services

Modified November 2005: Deleted directive references, added definition of terms, provided clarification where appropriate.